



Thursday, January 11, 2007

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**Purchasing Office  
RECOMMENDATION FOR COUNCIL ACTION**

**ITEM No 42**

**Subject** Authorize award, negotiation, and execution of a 36-month requirements service contract with SILENT PARTNERS, INC , Austin, TX, for the editing and cross-platform publishing of clinical operating guidelines in an estimated amount not to exceed \$103,486, with three 12-month extension options in an estimated amount not to exceed \$17,280 per extension option, for a total estimated contract amount not to exceed \$155,326

**Amount and Source of Funding** Funding in the amount of \$51,694 is included in the Fiscal Year 2006-2007 Operating Budget of the Emergency Medical Services Department Funding for the remaining twenty seven months of the original contract period and the extension options is contingent upon available funding in future budgets

**Fiscal Note** There is no unanticipated fiscal impact A fiscal note is not required

**Additional Backup  
Material**

(click to open)

No Attachments Available

**For More Information** Mick Osborne, Sr Buyer Specialist/974 2995

**Purchasing Language** Sole proposal received

**MBE/WBE** This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program) No subcontracting opportunities were identified, therefore, no goals were established for this solicitation

This contract will provide for the editing, cross-platform publishing, and ongoing management of the Emergency Medical Services Department's Clinical Operating Guidelines The Clinical Operating Guidelines are developed by the Office of the Medical Director and are used by credentialed emergency medical providers within the City of Austin/Travis County EMS System as a guideline for making patient care decisions Credentialed providers are allowed to provide care under the direction and delegated authority of the system Medical Director

Delegated authority to provide medical care is a requirement of the Texas Department of State Health Services and the Texas Medical Board The Clinical Operating Guidelines represent the key mechanism that delegates that authority to system providers As with every practice of clinical medicine, newer science must be incorporated into clinical practice Additionally, sudden changes in a health care issue may require rapid dissemination of a coordinated, approved approach to treatment This is done through the Clinical Operating Guidelines The guidelines are currently published in-house, using MS Word, and because of the inherent complications of the updating process, are made available in a limited number of formats (currently only one, the actual Clinical Operating Guidelines themselves) Editing the document in MS Word is a cumbersome, labor intensive process, as one small change may trigger multiple changes throughout the document(s), including potentially dangerous changes in tables or other formatted charts that may alter appropriate actions or doses While multiple formats have been consistently requested, the current publishing and updating processes have made it impossible to produce them With this contract, Silent Partners will convert the guidelines to XML format, which is a superior editing and publishing software, enabling changes that affect multiple documents/pages to be made easily and accurately In addition to the

conversion, Silent Partners will provide design services and print-ready output for the Master Notebook and Pocket Guide and provide design services for publishing the guidelines in both Web and PDA formats. After all formats have been designed and published, Silent Partners will provide ongoing document management services. The use of the XML platform will also allow the publishing of future iterations, including, for example, guidelines for any level of credentialing, guidelines for pediatric patients, etc. It will allow the EMS System to easily publish and update any subset of the master document as a stand alone product. XML coding will also facilitate electronic (web) dissemination of the guidelines.

An evaluation panel consisting of management and operations personnel from the Emergency Medical Services Department evaluated the proposal based on relevant experience and prior performance, demonstrated understanding of the City's needs, technical capability, and total evaluated cost.

MBE/WBE solicited 5/10 MBE/WBE bid 0/0 PROPOSAL ANALYSIS a Sole proposal received. Among those who requested the RFP and did not respond, one vendor had their proposal ready but could not get it delivered by the deadline, two did not have time to respond due to other workload factors, and one felt that the project was too small in scope. b Ninety five notices were sent, including five MBEs and ten WBEs. Nine solicitations were issued. One proposal was received, with no response from the MBEs/WBEs. c This is the first purchase of its type, therefore, there is no pricing history available.

APPROVAL JUSTIFICATION a Sole proposal received. b The Purchasing Office concurs with the Emergency Medical Services Department's recommended award. c Advertised in the Austin American Statesman and on the Internet.